



Creche Policies and Procedures- Staff version

This document outlines all policies and procedures regarding the Creche and adhering to Ofsted guidelines.

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1 - CHILD PROTECTION

The Crèche staff are committed to the well being and health & safety of all the children in their care at all times.

If any of the Crèche team is concerned regarding the well being, health and safety of a child they should raise these concerns, in a confidential setting, with the crèche manager/supervisor.

If a member of staff discovers suspicious marks on a child they should ask the crèche manager/supervisor to witness them without raising alarm.

If any of the Crèche team suspects a child is being mistreated in any way, they must raise their concerns with the Crèche Manager, at the earliest opportunity.

However other staff involvement must be kept to a minimum. If a child makes any disclosures of a safeguarding nature these must be written down word for word in a report. All concerns should be noted in a report with the date/child's name/detailed reason for concern and signature of the staff members involved. This must be put in a sealed envelope in the safe.

The crèche manager must telephone social services or MASH to inform them of any concerns and to receive advice on how to handle the situation

2 - CHILD PROTECTION-SAFEGUARDING POLICY

All staff must have an up-to-date understanding of safeguarding children issues and are able to implement the safeguarding children policy and procedure appropriately. Policies must be in line with the current guidance and procedures.

Staff are able to respond appropriately to any:

- significant changes in children's behaviour;
- deterioration in their general well-being;
- unexplained bruising, marks or signs of possible abuse;
- signs of neglect;
- comments children make which give cause for concern.

All staff must be aware of the need to maintain privacy and confidentiality.

All club staff who encounter junior members and child members must partake in regular safeguarding training.

The Crèche staff are committed to the well-being and health & safety of all the children in their care at all times.

The designated Child Protection Officer is the Crèche Manager



3 - CONFIDENTIALITY

The Crèche staff recognise how important confidentiality is and will always consider the needs of the child and their families regarding any information they may be told.

Any information passed to a member of staff will not be discussed with other staff unless the carer feels it would be in the best interest to do so.

Parents/guardians may read through any file relating to their child.

No staff other than Crèche staff or Senior management will have access to these files (as compliant with GDPR rules all child/family details are kept in locked boxes or cupboards).

Any information passed to the Crèche staff from a parent or guardian or OFSTED will be kept in a confidential file and will only be shared with Crèche staff who are in direct contact with that child.

4 - EMPLOYMENT OF CRECHE STAFF

All applicants must complete an application form and/ or have an up to date CV.

Interviews will be conducted by The Crèche Manager or in their absence the Deputy General Manager (Additional HR support can be called where needed).

References will be sourced via Manager.

Once a start date is confirmed then a DBS check will be obtained.

Upon commencing their position they will have an induction, watch relevant training videos and receive fire training and manual handling training. Online training to be completed. Crèche staff must read and sign the Creche policies folder.

5 -DBS POLICY

Disclosure and barring service.

This service enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially those that involve children or vulnerable adults.

The Club follows the DBS code of practice.

The Crèche Manager must obtain a DBS through Ofsted.



All Crèche staff, Duty Managers must obtain a DBS check.

DBS checks are obtained through Care Check.

The Crèche manager is responsible for obtaining signing and witnessing the DBS forms.

DBS checks are refreshed every 3 years as best practice.

No member of staff without a DBS check must be left alone with children or vulnerable adults for any length of time.

6 - HEALTH & HYGIENE.

All of the Crèche is cleaned regularly - please see our check sheets at the back of the room to see how this is managed.

The Crèche is strict when allowing in unwell children.

Staff are very aware of how easily illness and infections can spread especially with our high turn over of children.

If the Crèche suffers an infectious illness such as Chicken Pox we will inform the parents via a sign and/or email giving dates and details of the signs and symptoms to look out for as well as incubation periods. We ask that parents make us aware if their child comes down with the same illness so that we can monitor the spread.

Staff do not administer medication other than in an emergency.

Parents are welcome to come down themselves to administer any medication their child may need however we may question the need for this in regards to them being well enough to be cared for in the Crèche.

Nappy Creams - we can administer regular nappy creams if provided by the parent.

Please see Health & Safety folder for detailed risk ass, COSHH and all other related information.

7 - REPORTING ACCIDENTS/HAZARDS/EQUIPMENT.

All accidents should be entered into an accident report book and the parent / guardian needs to counter sign every incident relating to their child. Report slip are to be offered to the parent/guardian

If staff find a hazard or faulty equipment that they can deal with at the time then do. I.E chairs stacked together, a broken toy, etc.



If it is something for a professional (EG electrician) notify the Crèche Manager or Supervisor immediately. If staff are unsure of how to tackle a situation, then notify the Crèche Manager.

Always ensure that staff notify the Crèche manager if they do dispose of a broken or damaged piece of equipment.

8 - FIRST AID

A Qualified first aider will administer emergency first aid.

All relevant information must be passed onto the crèche regarding any medical history or first aid that may be required for the child.

All injuries and incidents must be recorded in the relevant accident book and signed by a member of staff as well as the parent/guardian or the child. Staff will offer an accident/incident slip to the parents/guardian for their own records.

The parent/guardian will be found as quickly and as calmly as possible in an emergency.

A staff member will be trained in paediatric first aid and available at all times.

9 - STAFF TO CHILD RATIO

When a child is present there must be at least two members of staff over the age of 18 in the room. (Any member of staff under the age of 18 must be supervised at all times by a person who has obtained the age of 18)

- * 1:5 ratio for children 2 years & over
- * 1:3 ratio for children 4 weeks to 2years
- * No more than 24 children at any one time. A maximum number of 12 of these can be under 2 years.
- * The Crèche accepts children 4weeks to the day before their 8th Birthday.

10 - SETTING UP THE ROOM

The Room Must be set up for the following activities:

- * In the older area the toys should include: Construction, imaginative, puzzles/fine manipulative and a mess/art activity.
- * The baby area should be set out to include toys appropriate for the ages of the babies that we have booked in.

The toys throughout The Crèche should look inviting and appealing to the children and we aim that it remains that way throughout the day.



The children should be encouraged to play but we also appreciate that sometimes they wish to be left alone.

If a group is playing happily then the child:child interaction should be allowed to continue.

The room should be tidied throughout the day and toys can be changed over whenever necessary.

The art table should always be set up with some sort of arty/creative activity.

11 - ADDITIONAL NEEDS

The Crèche team recognises children and adults as part of the community regardless of race, religion and special needs.

Staff will endeavour to provide activities for all children regardless of special requirements, and recognise that certain activities will need to be adapted.

Staff will support and assist all parents and carers who enter the Crèche, will recognise the need for confidentiality regarding specific illnesses and needs.

The team will liaise with any professional organisation for guidance and support that they feel necessary. The team also respects the help and guidance that parents can provide regarding their own children's needs. Separate training sessions can be set up where necessary.

The Crèche manager will assess with the parents advise whether the child will require one to one care.

Parents must inform the crèche of any specific needs before leaving their child at the setting.

As all children are booked in ahead of time the Crèche manager can ensure that one to one care is possible.

13 - OLDER CHILDREN IN THE CRÈCHE.

The Crèche accepts children up to the day before their 8th Birthday.

The Crèche understands that their behaviour/attitudes must not affect the younger children in The creche or have a negative effect on them.

Older Children are encouraged to interact with the younger children by setting a positive attitude and leading by example.



Older children's behaviour is closely monitored by crèche staff especially with regards to their language and topics of conversation.

The creche has activities suitable for older children, who are encouraged to keep them away from the younger children especially where smaller parts are involved- a separate area is often set up for activities like this.

No intimidating or antisocial behaviour is tolerated in the crèche.

14 - CHECK-IN IN PROCEDURE

Upon staff arriving the booking sheets are collected from Reception and the information is transferred onto the Crèche daily sheets.

When children arrive the door is opened using the intercom button. (Voice intercom to be used if the child/parent is not recognised).

The time the child arrives should correspond with the bookings on the sheets, if the child is early/late then the main sheets must be checked for availability.

The parent/Carer is given a wristband of which the last 3 digits are written next to the child/children they are dropping off.

The parent/Carer is asked where they will be and this is written in the location box on the daily sheets.

The parent/carers should be asked if the child is due anything during their time at the crèche.

Payment for the session is made at time of booking.

The child's bag and belongings that are not needed during their time at the Creche are hung up outside in the Creche reception area. Any items needed during their stay are handed to the Creche staff who will either hang them.

Smaller belongings such as dummies, comforters drink bottles should go in the cupboard alongside the baby room and all should be clearly named where possible. Any items left should be recorded on the day sheet.

Children entering the room should be greeted by at least one member of staff and should be settled into the room by staff.

Try to avoid parents entering the crèche but understand that for the first few visits this may be necessary to settle a child.



15 - WRISTBANDS

All Children who are dropped off into the Crèche must have an accompanying adult who wears a wristband on their wrist.

Carers/Parents bringing in more than one child only need one wristband.

Any parent who does not wear a wristband for any reason must be authorised by the Creche Manager or in her absence a Creche Team Member.

If two parents drop off together and are unsure as to who will be collecting then both parents should and can be given a wristband.

If a parent removes their own wristband, advise the parent that it is our policy that wristbands must be worn at all times. If possible get the original wristband from them.

ADULT NOT WEARING A WRISTBAND COMES TO COLLECT

In the instance that a different parent or adult comes to collect the child without a wristband.

Where possible talk to the parent/adult via the intercom system and advise them to find the adult with the wristband. If the original wristband wearer is off site or unavailable then it is at the discretion of the Crèche Manager or in her absence the Deputy or weekend supervisor to make the decision.

The adult collecting the child must sign the daily sheets against the child's name with an accurate time of collection.

In an ideal situation the original wristband wearer is contacted and they come back for the child. Even if this means the child is at the crèche longer and the duty manager has to make up ratios.

If you are in any doubt as to whether the child should be collected by the new adult then do NOT ALLOW them to go and contact the emergency person on the child's form. Be aware of restrictions and restraining orders that may be in place. Call the Duty Manager if you are at all concerned and they will help you make a decision.

IF THE ORIGINAL WRISTBAND WEARER HAS AN ACCIDENT AND CANNOT COLLECT.

If the second parent/grandparent/friend is on site confirm details regarding the child with them and then ask them to sign the child out with an accurate departure time on the daily sheets.

If the parent was alone contact parent 2 or the emergency contact on the form.

If the child needs to stay at the crèche until collection is possible then staff will allow this to occur.



THERE ARE MANY DIFFERENT SCENARIOS THAT COULD OCCUR. USE COMMON SENSE AND KNOWLEDGE OF THE CHILD AND FAMILY TO MAKE A DECISION. IF IN DOUBT DO NOT LET THE CHILD GO AS THEIR SAFETY IS PARAMOUNT.

16 - CHECKING OUT PROCEDURE

When the Parent/Carer/Guardian arrives at the crèche the door should be opened. The intercom can be used if the adult is not recognised.

All parents should be recognised by staff however their wristband number will correspond to their child if there is any doubt.

The child should be handed over to the parent with all their belongings and relay what their child has been up to/eaten/played with etc.

Ideally there should be one staff dealing with the child handover and one staff dealing with the admin.

The staff member dealing with the admin should sign the child out with an accurate departure time and take payment if needed.

Late collection fees are at the discretion of the Manager or Supervisor.

Parents should be encouraged to not enter The Creche, the child should be handed over to them.

Timings need to be adhered to; late collection may result in the entry of the next children arriving at the crèche being delayed as ratios must be adhered to.

17 - LOST OR UNCOLLECTED CHILDREN PROCEDURE.

Uncollected children.

If a parent is more than 15mins late then Creche staff will phone the parents.

If the parent is not found then a tannoy announcement will be made in the club.

If the parent is still not located then the other parent/carers will be contacted. If this is not possible then the emergency contact will be telephoned.

If no contact is made with any of the above after an hour then social services will be called. The Creche staff will continue to care for the child until the child is collected.

Lost Children.

If a child is found to be missing then a thorough search of the crèche will be carried out. (Cupboards included)



If the child can still not be found then the parent/carer on-site is informed and a search of the entire building is made. A tannoy announcement can also be made to request support from all staff.

If the child can still not be found then social services and the police are called.

18 - VISITORS & GUESTS

All visitors and guests who come into the Crèche must report to the main reception and sign the guest book.

Any workmen can only visit the Crèche when appropriate- depending on the work they are carrying out.

Any one approaching the Crèche who are not recognised can be spoken to via the intercom to clarify their identity.

Anyone who works in the Crèche from an outside company, (Pottery Painting Reptile companies etc.) should have an up-to-date DBS and should sign in at Reception.

In the event of a water problem.

If the crèche has no running water for any amount of time then the crèche must close.

The reason for this being that, the toilets will not work, children & staff will be unable to wash their hands (particularly a problem when preparing food or after toileting)

Milk will not be able to be heated.

Drinking water unavailable for children and staff unless bottles can be provided.
This decision is at the manager/supervisors discretion

Bookings for the following day should be contacted and forewarned of any potential problems

If we close for any reason OFSTED must be informed.

19 - BEHAVIOURAL MANAGEMENT

The Crèche staff should adhere to this policy at all times to ensure continuity of care.
Any child displaying unwanted behaviour should be given 'time out' However staff must recognise that this is only possible with children over 2 years and its effectiveness is reliant on the child and the circumstances.

The child/children should understand what they did wrong and how it affects other children/staff.



At NO time should a child be referred to as naughty or in a negative manner.

No Physical Punishment should ever be used

Staff should refrain from raising their voice- however we recognise that in extreme circumstances it is on occasion, necessary to diffuse a situation.

Parents should have feedback on their children daily, including any unwanted behaviour to ensure the parent/guardian is aware of the situation.

If the unwanted behaviour continues, a meeting with the parents/guardian should be arranged to try and diffuse the situation.

The crèche staff will not tolerate name calling/bullying/violence/use of pretend guns or destruction of property from any child or parent or member of staff at any time.

20 - ALLEGATIONS OF ABUSE

In the unlikely event of an allegation occurring the following will be adhered to.

The Crèche Manager will be immediately informed and all information shall be written down in the presence of the Crèche Manager and General Manager.

Ofsted/Social Services will be informed.

A written statement will be taken and kept sealed in a safe and secure place

The Crèche manager will be advised by Social Services as to the next steps to take.

The Club Director, HR Manager & Crèche Manager will make the decision of staff suspension on an individual basis.

21 - EQUAL OPPORTUNITIES

The Crèche and its entire staff believe that all activities and facilities will be open to all children and families.

Staff will aim to recognise the many religious festivals that occur in our community, they will acknowledge the various beliefs children and their families may have.

Staff will aim to adjust our routine or activity to enable children with a special need to participate.



Staff will provide activities and equipment for both sexes, toys will not be distinguished as boys toys and girls toys.

Staff will aim to show various images of race, religions, special needs within the crèche through pictures and toys that the children use every day.

22 - COMMENTS PROCEDURE

The Club offers all its members and visitors chance to comment on the Club and its facilities in either a negative or a positive way.

General comments made to staff regarding The Crèche are acted on immediately (where possible)- all comments are passed onto the Crèche manager or Deputy Club Manager.

Any comments regarding our current practices are considered, we welcome positive criticism and may adapt our routine accordingly.

In order for us to provide the childcare you desire it is important that we receive parents feedback.

If you have any comments on the creche whether a suggestion complaint or compliment please let staff know. In the first instance please ask to speak to The Crèche manager.

Ofsted are available for any comments, email them at enquires@ofsted.gov.uk or call 0300 1234 666

23 - COMPLAINTS LOG

The Creche keep a written log of all complaints received and how they have been dealt with and this is shared with the Club Director and if necessary with Ofsted. This information is kept for 3 years. Ofsted can ask to see this list at any time and it will be available for them to do so.

Example of complaints log...

Date	Child's Name	Parents Name	Staff who dealt with complaint	Actual Complaint	Outcome	Actions to be taken
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CONTACT NUMBERS



Creche Manager

Club Deputy Manager –

Ofsted- 0844 453 0221

Child Protection/MASH- Ealing Child Protection- ESCP- 020 8825 8000

24 - PROVIDING INFORMATION TO OFSTED

If any changes occur to the way The Crèche operates such as opening hours, long term closure or short term closure OFSTED will be contacted to be informed of changes. (No later than 14 days after the change occurs)

Ofsted will also be informed if:

- A change in address occurs.
- A change in the type of childcare offered.
- A change in the days childcare is provided.
- A change to the hours that children are cared for.

Ofsted will be informed of any changes to the registered persons details, such as name address or telephone number.

They will be notified of any significant event which is likely to affect the suitability of any person working on the premises, such as an offence or order which may disqualify them from working with children.

If the manager of the premises changes Ofsted will be informed.

If the nominated person changes Ofsted will be informed.

25 - IN THE EVENT OF SNOW/ADVERSE WEATHER.

Each situation is different but it is important to remember that staff/children's/parents/carers safety comes first.

If crèche staff are able to make it into the building and correct ratios/DBS/Qualified staff levels are correct then the crèche may remain open but with the attitude that if situations worsen (EG heavier snow) the facility may close early. Parents should be told of this when booking/arriving.

If we close for any reason OFSTED must be informed.

26 - IN THE EVENT OF A POWER CUT

In the event of power loss the crèche must close.



If the power goes then the children should be calmly sat down together with staff and not allowed to roam around the room. Parents/carers should be notified immediately that they must collect their children from the crèche.

It is important to remember that any automatic/electric doors need to be held open manually to allow parents/carers in.

If it is likely to be off for a long time then parents/carers of the next sessions should be called using staff mobiles and the emergency forms.

The crèche must close as the lighting is not adequate; The door security system will not work; No phone lines for emergencies; No heating/air con.

27 - RECORDS TO BE KEPT

The club will keep the following and retain them for a period of two years.

Registration forms for Crèche users.

To have a record of each child who has been looked after on the premises with details of name, home address and DOB along with details of the parent/carer. And their home address and telephone number.

Registration forms are filed in alphabetical order into the locked filing cabinet or lockable cupboard - when a child no longer attends the Crèche their form must still be kept for 3 Years but can be taken to the locked store room.

Junior Health Checks

To have a record of each child who has been looked after on the premises with details of name, home address and DOB along with details of the parent/carer. And their home address and telephone number. Junior health check forms are filed in alphabetical order into the folder (needs to be stored somewhere locked with easy access for any kids class locations)- when a child no longer attends their form must still be kept for 3 years but can be taken to the locked room for storage.

Daily Sign In/Out sheets

A record of the names of the children who have been looked after on the premises and the hours they attended this must be kept locked.

Accident/Incident forms including medication details

All forms are kept in the accident folder. Serious accidents in the club have a copy in a designated safe and secure location.

